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USER'S HELP MANUAL

Software Version 4.0

CarMD®

FOR THE **LIFE** OF YOUR CAR

CarMD® User's Help Manual

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CarMD® User's Help Manual

Software Version 4.0.6 / December 6, 2011

As a **CarMD owner**, you gain access to an extensive online database that gives you the vehicle diagnostic information that – until now – only your mechanic had. Our many years of automotive tester expertise partnered with your Internet access allow you to enjoy the confidence and peace of mind that comes by knowing you're in control of the life of your vehicle. By combining the CarMD tester with our website, you now have the power to:

- Find out why your "Check Engine" light is on
- Diagnose what's wrong with your vehicle
- Find the cure to the problem that includes estimated repair costs – parts & labor
- Save money by detecting and repairing problems early before they require thousands of dollars to repair
- Save time by taking good care or your vehicle – avoid getting stranded
- Learn ways to keep your car healthy and save you money
- Inspect a used car before buying or selling – avoid buying a "lemon"
- Identify hidden problems before taking a road trip
- Find out if your vehicle will pass an emissions (smog) inspection
- Check for your vehicle's Safety Recalls and Technical Service Bulletins*
- Watch special "How To" videos
- And much more…

About This Manual

This manual is intended to supplement the included *Quick Reference User's Guide* included with the product. It provides more detailed information on the use and operation of the CarMD handheld device, how to setup and use your personal CarMD web account, how to install the software on your Windows® PC or Apple® Macintosh, how to access other services offered, and common troubleshooting tips. Most of your questions should be answered in this help file and on our website at *CarMD.com* under Support.

Safety Precautions

There is no need to open the hood to use this product. However, always observe the following safety precautions when performing work on your vehicle:

- Operate your vehicle in a well-ventilated area
- Before starting, make sure the parking brake is engaged and put the transmission in Park (automatic) or Neutral (manual)
- Avoid contact with hot engine parts
- Read your vehicle's service manual and follow its safety precautions

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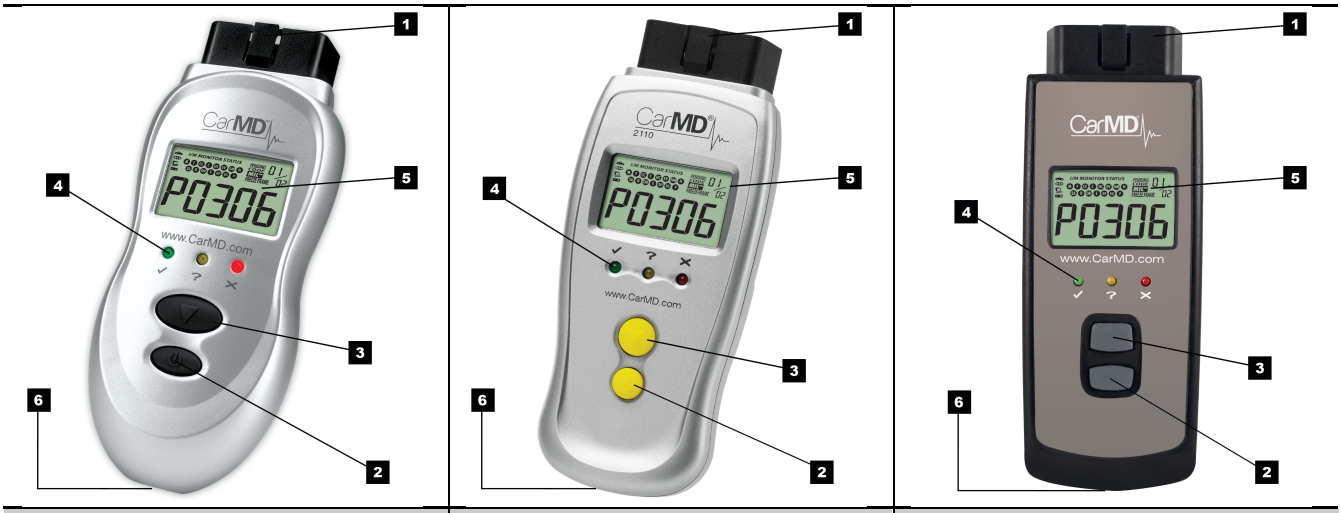
CarMD at a Glance

Here is a quick look at the controls and indicators on the CarMD tester (by Model Number*).



CarMD Model #2100	CarMD Model #2110	CarMD Model #2140

[1] DLC Connector – (Data Link Connector) connects to your vehicle's diagnostic port to retrieve its diagnostic information

[2] On/Off Button – turns the device "On" or "Off" (for off-vehicle review only)

[3] Scroll Button – scrolls through all retrieved diagnostic trouble codes when more than one is present

[4] Color-Coded LEDs – offer a quick indication of your vehicle's current health status

[5] LCD Display – displays test results and CarMD functions; all are decoded at the website

[6] USB Connector – connects tester to your computer using the included USB cable

* **Note**: *Some models are only exclusively available through our merchant partners. Features and functions are the same among all listed models.*

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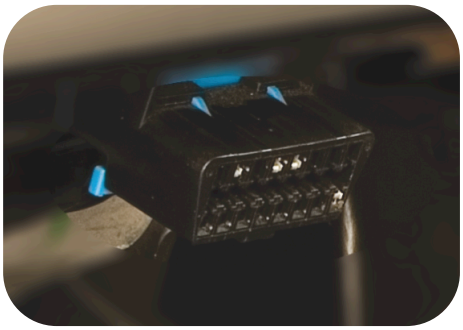
Using CarMD...It's Easy!

Make Sure to Have Your Vehicle's VIN

If this is your first time using the CarMD device, you will need to write down your Vehicle Identification Number (or VIN) to run a report at *CarMD.com*. This information is vital in order to provide you with the right diagnostic information. Your VIN is usually listed on your vehicle's registration card, vehicle insurance card, on the driver's side door jamb, and printed on the driver's side dash – viewable through the windshield. Here is an example:

[1] Connect the CarMD Device to Your Vehicle

CarMD connects into a universal 16-pin Data Link Connector (or DLC) found inside your vehicle. It is usually located under the dashboard on the driver's side. This connector is standard on all 1996 and newer vehicles sold in the U.S., Canada, and Mexico. The shape is also standard and looks like the image shown at the right.



The connector is designed in such a way that tools can only be connected the correct way. If you cannot find the connector or you need more help, please visit us at *CarMD.com* to find the specific location for your vehicle. The site offers a diagram with a photo showing the exact location of the connector.

[2] Turn the Ignition Key to "ON", But Do Not Start the Vehicle

The ignition must be turned on within 10 seconds from the time CarMD is connected to avoid possible errors. When properly connected, it will beep twice to indicate a good connection. It will take up to a minute to retrieve the diagnostic information. When completed, the tester will beep four times to indicate that it has collected all its diagnostic information.

PLUG IN YOUR CARMD TOOL TO YOUR CAR

TURN THE IGNITION TO "ON"

[3] Connect the CarMD Device to Your Computer

Using the included USB cable, connect the CarMD device to your PC or Mac. Follow the step-by-step instructions under the *Software Installation* section.

CONNECT YOUR CARMD TO YOUR COMPUTER

GET DETAILED REPORT FROM YOUR COMPUTER

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Can't Get to a Computer?
No problem! Registered CarMD customers can call CarMD's ASE Certified techs toll-free at 888.MyCarMD (888.692.2763) to get a diagnosis over the phone.

Software Installation

Using CarMD is easy. The handheld tester, software and website have been designed to make your interactive experience simple and trouble free.

System Requirements

The following are the recommended minimum operating system requirements:

PC: Windows® XP, Windows® Vista (32/64 bit editions), Windows® 7 (32/64 bit editions)

MAC: Apple® Mac OS X 10.5.x or newer (Including Lion)
Any Intel, PowerPC G3, G4, or G5 processor running at 700 MHz or more

ALL: 256 MB of RAM
100 MB free disk space
Internet Connection
CD/DVD ROM Drive
USB Port (preferably version 2.0)

Installing on a Windows® based PC

1. Insert the CarMD software CD into your computer's CD-ROM drive. The CarMD software CD will "auto launch" the installation program. Depending on your system, it may take a few moments to run the program. If the program does not launch, click on the *My Computer* desktop icon to view its contents and double click on the *CD-ROM* icon to start the program.

CarMD
FOR THE LIFE OF YOUR CAR
WELCOME TO THE CARMD FAMILY
NEXT
Thank you for selecting CarMD to be a part of your vehicle's regular wellness program. Using your CarMD handheld device is easy. We've designed the tool, software and website to make your interactive experience simple and trouble-free.
To begin, select the Watch Demo Video button to view a short video demo presentation. This video walks you through CarMD's handheld device functions and features, and demonstrates how convenient it is to set up your CarMD account online and use the CarMD website. This information is also included in your CarMD Quick Reference User's Guide.
After watching the video, you are ready to install the CarMD software. Simply select Install CarMD
Software from the menu to begin the installation. Should you have any questions, the application's Help section can provide answers about the installation, account setup and tool settings.
Once you complete the software installation and setup your account, you are ready to give your vehicle its first CarMD Vehicle Health Checkup. Remember, CarMD is much more than a tester that identifies why your Check Engine light is on. CarMD is a web-enabled system that allows you to take control of your vehicle's health and maintenance. As a member of the CarMD family, you now have special access to a wide range of automotive information, resources and products to help ensure the best Life of Your Car.
QUIT
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2. Select the ***Watch Demo Video*** button to watch a short video presentation. The video will walk you through CarMD's tester features and functions, as well as software installation.
3. To install the software, select ***Install CarMD Software*** from the menu to begin installation. The installation wizard will prompt you through the installation process.
4. Once the software is installed and running on your PC, it is important to set up your account for the first time by connecting the CarMD tester with the included USB cable to your PC.

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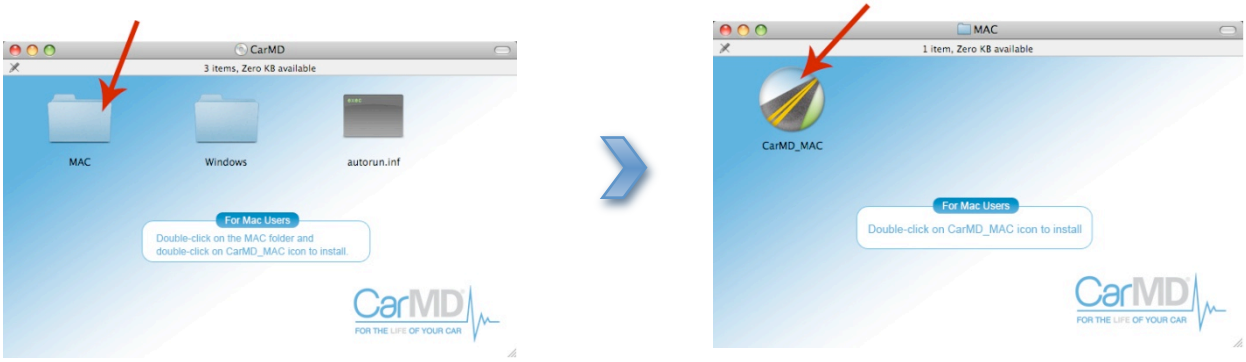
NOTE: *You can identify that your software is running by the icon that is placed on your Windows® Task Bar:*

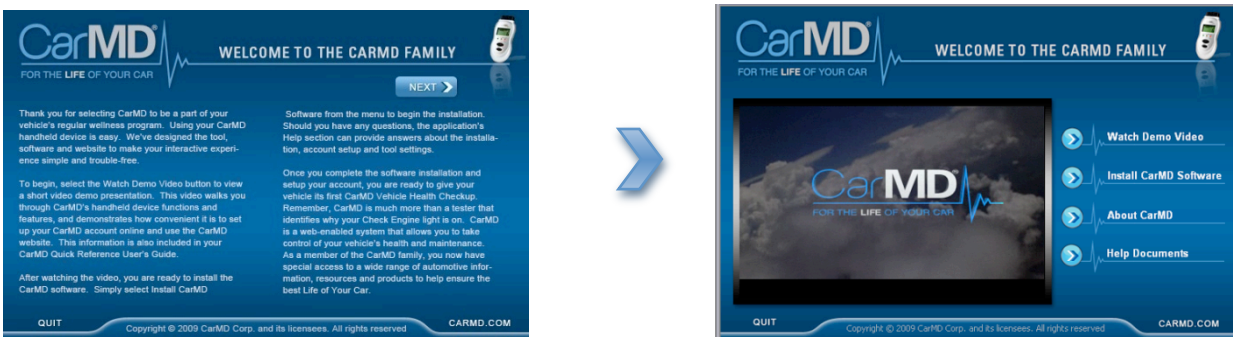
Installing on an Apple® Macintosh

1. Insert the CarMD software CD in your computer's CD-ROM drive and double click on the MAC folder to view its contents.



2. Double click on the *CarMD_MAC* icon to start the installation routine.

3. Select the ***Watch Demo Video*** button to watch a short video presentation. The video will walk you through CarMD's tester features and functions, as well as software installation.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NEXT
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To begin, select the Watch Demo Video button to view a short video demo presentation. This video walks you through CarMD's handheld device functions and features, and demonstrates how convenient it is to set up your CarMD account online and use the CarMD website. This information is also included in your CarMD Quick Reference User's Guide.
After watching the video, you are ready to install the CarMD software. Simply select Install CarMD
Software from the menu to begin the installation. Should you have any questions, the application's Help section can provide answers about the installation, account setup and tool settings.
Once you complete the software installation and setup your account, you are ready to give your vehicle its first CarMD Vehicle Health Checkup. Remember, CarMD is much more than a tester that identifies why your Check Engine light is on. CarMD is a web-enabled system that allows you to take control of your vehicle's health and maintenance. As a member of the CarMD family, you now have special access to a wide range of automotive information, resources and products to help ensure the best Life of Your Car.
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CarMD
FOR THE LIFE OF YOUR CAR
WELCOME TO THE CARMD FAMILY
Watch Demo Video
Install CarMD Software
About CarMD
Help Documents
QUIT
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CARMD.COM

4. To install the software, select ***Install CarMD Software*** from the menu to begin installation. The installation wizard will prompt you through the installation process.

5. Once the software is installed and running on your Mac, it is important to set up your account for the first time by connecting the CarMD tester with the included USB cable to your Mac.

NOTE: *You can identify that your software is running by the icon that is placed on your Dashboard or by clicking ALT+TAB to see all current programs running:*

Configuring & Using Your CarMD Software

The CarMD software allows the handheld tester to communicate with the *CarMD.com* website. This site will provide you a wealth of knowledge to help you manage the health of your vehicle.

On a Windows® based PC

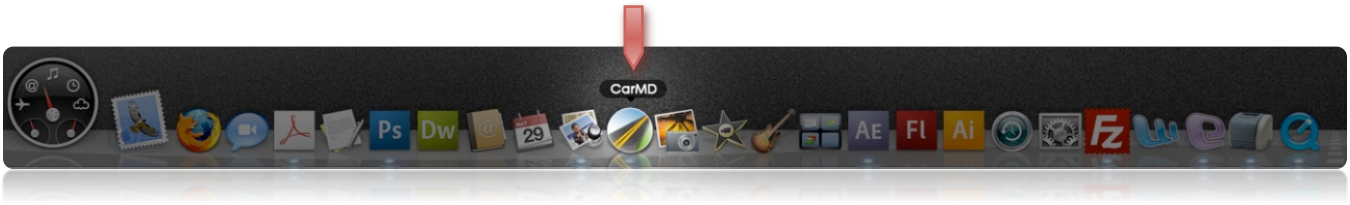
- You can manage your CarMD® software by double clicking on the CarMD icon that is placed on the bottom right tray of your Windows® Task Bar.

- You can also manually launch the program by using the Windows® Start menu:

START → All Programs → CarMD → Run CarMD

On an Apple® Macintosh Computer

- You can manage your CarMD® software by clicking on the CarMD icon that is placed on your Dashboard:
  - *NOTE:* You may need to click twice – once to start the program and another time to open the program.



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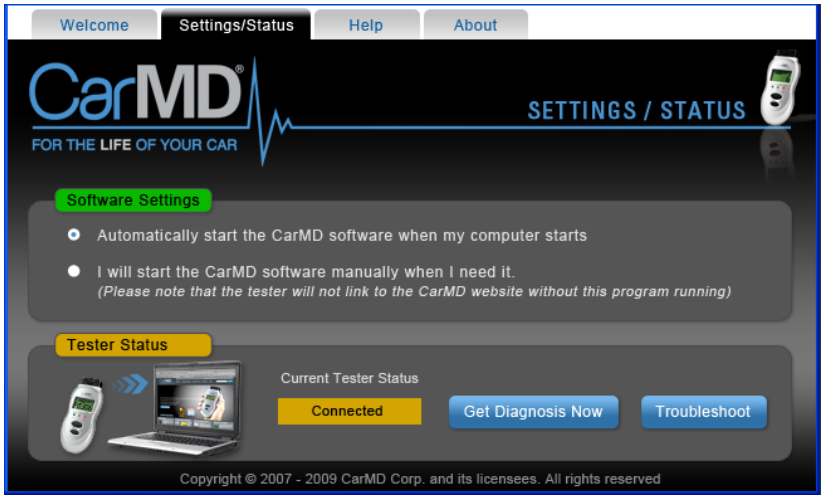
The CarMD Runtime Software

The CarMD software interface works the same in both Windows and Mac environments. The interface is divided into four tabs: **Welcome** | **Settings/Status** | **Help** | **About**

1. Settings & Status Tab

This tab allows you to configure the software on how it will function with your operating system.


Welcome
Settings/Status
Help
About
CarMD
FOR THE LIFE OF YOUR CAR
SETTINGS / STATUS
Software Settings
Automatically start the CarMD software when my computer starts
I will start the CarMD software manually when I need it.
(Please note that the tester will not link to the CarMD website without this program running)
Tester Status
Current Tester Status
Connected
Get Diagnosis Now
Troubleshoot
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a. Software Settings

- **Automatically start the CarMD software when my computer starts** – *(recommended)* by selecting this option, your computer will be ready to launch the CarMD tester whenever your CarMD handheld tester is connected to a USB port.

- **I will start the CarMD software when I need it** – by selecting this option, you will be required to manually launch the CarMD program whenever you want to connect the tester with your PC.

Please be advised that the tester will not communicate with the website if this application is not running. Also, make sure that the application is running first prior to connecting the tester to your computer.

b. Tester Status – This tells you if your tester is **CONNECTED** or **DISCONNECTED** from your computer. It is mainly used for troubleshooting purposes.

c. Get Diagnosis Now / Troubleshoot – these buttons are reserved for troubleshooting your device and should only be used when directed by a certified CarMD technical support technician.

2. Help Tab

a. Launch Help – Opens this help PDF document installed in your system.

b. Get Support – Launches the CarMD website to give you the latest information on product support.

c. Launch CarMD.com Now – Launches the home page of the CarMD website.

3. About Tab

This page provides you with additional contact information and vital information about your CarMD software (Software Version) and CarMD tester (Firmware Version). You will need this information if you ever need to contact CarMD's customer service center

Welcome
Settings/Status
Help
About
FOR THE LIFE OF YOUR CAR
ABOUT CARMD
Tester Interface
Software Version: 2.1.3
Firmware Version: 1.1.4
CarMD.com Corp.
Fountain Valley, CA 92708
U.S.A.
Technical Support
Ph: 888-MyCarMD (888.692.2763)
Fax: 714-241-0240
Email: support@CarMD.com
Website: www.CarMD.com
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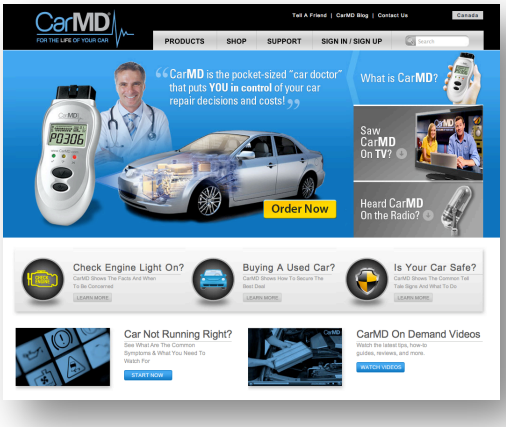
The CarMD Website – *Public Pages*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FOR THE LIFE OF YOUR CAR
PRODUCTS
SHOP
SUPPORT
SIGN IN / SIGN UP
CarMD is the pocket-sized "car doctor" that puts YOU in control of your car repair decisions and costs!
What is CarMD?
Saw CarMD On TV?
Heard CarMD On the Radio?
Order Now
Check Engine Light On?
Buying A Used Car?
Is Your Car Safe?
Car Not Running Right?
CarMD On Demand Videos

CarMD.com is your portal to "everything automotive". Here you will find numerous resources to help maximize the *Life* of your car. We are constantly updating the website, so we encourage you to visit often. The public portion of the site is divided into these major sections:

1. **PRODUCTS** – Here you can learn about all the product offerings CarMD provides. This includes a handheld device, a membership plan that provides the additional information you need to make your own repairs. The *CarMD Vehicle Health Plan*™ also includes unlimited access to our Technical Service Bulletin database, which is "hot fixes" published by vehicle manufacturers that quickly help resolve a common problem for your particular vehicle.

2. **SHOP** – Here is where you can buy additional services and products offered by CarMD. You can also find our shipping and returns policy under this link.

3. **SUPPORT** – CarMD is proud to only staff ASE certified automotive technicians to support your needs. What this means to you is having the confidence to know that our techs are very knowledgeable when it comes to your vehicle. In fact, these are the same technicians that help design, build, and maintain our products and information.

4. **CHECK ENGINE LIGHT ON**? – Here's a great resource on everything you need to know on that pesky warning light. It even includes a video and additional tips on what to do.

5. **BUYING A USED CAR**? – Here's another great resource on how to secure the best deal when shopping for a used car. Also, search from a video library of expert car reviews on the most popular used cars on the road. Page even includes tips on how to get the most money when selling your used car.

6. **IS YOUR CAR SAFE**? – This link offers several tips on how to best protect your car and your family. Learn the differences between Safety Recalls and Technical Service Bulletins, plus much more.

7. **CAR NOT RUNNING RIGHT?** – On this section, you can increase your knowledge about your vehicle, which can help save you time and money. These are articles written by experts in the field from the Car Care Council and our own Master level ASE-Certified technicians.

8. **CARMD ON DEMAND VIDEOS** – This links to our library of videos that show you several tips you can use to your advantage to save money on your vehicle's health and maintenance.

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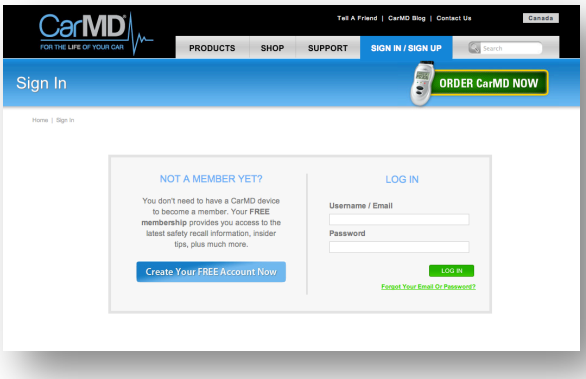
The CarMD Website – *Private Pages*

By registering your device with *CarMD.com*, you gain access to a database of "real-life" fixes taken from thousands of automotive technicians across the country. With every registered device, you have the option to register up to *three (3) vehicles* and run up to *six (6) reports* per month. Also, be aware that you do not need to log in with your tester if you get a green LED result. A green LED means that your vehicle's engine systems are functioning okay.

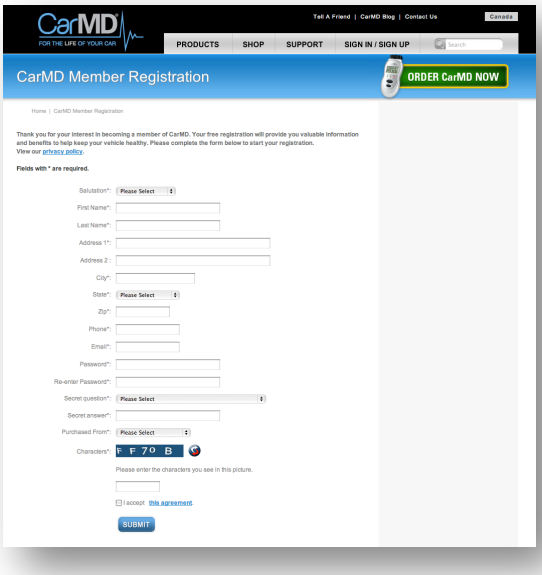
Creating Your CarMD Account

CarMD is much more than a tester that reads and decodes your car's onboard computer; it's a web-enabled system that lets you cost effectively manage the health of up to three household vehicles. As a CarMD customer you have special access to a wide range of resources that are vital to the health of your car(s).

To set up your account:



- Turn on your computer and make sure you are connected to the Internet *before* continuing.
- Select an open USB port to your computer and connect the male end of the included cable to your computer. Please note that the connector only fits one way.
- Connect the other end of the cable to the handheld tester and follow the on-screen prompts. In a matter of seconds you will be automatically connected to the registration page within the CarMD.com website.
- Click the **Create Your FREE Account Now** button.
- The CarMD Member Registration form displays.
- Complete all marked fields with an asterisk (*). *Please read our privacy policy at the CarMD.com website.*
- When entering your **Password**, *be sure* to enter the password *exactly* the same way in *both* text boxes. Your password can be a *maximum* of 18 characters long. To guard your privacy, you may wish to use both alphabetic and numeric characters in your password.
- Check the "I accept" box to the licensing agreement and click on the **SUBMIT** button.
    - If your registration is not successful, an error message will display. It will list all the errors at the top of the page. Correct by re-entering the requested information.
    - Only *one* CarMD account can be registered for any given email address.
- Now you are ready to give your vehicle its first check-up.



Note: *You can always edit your personal information at any time by using the right bar navigation on your **My CarMD Portal** page. Simply select the **Edit Contact Information** link to access and edit your contact information and password.*

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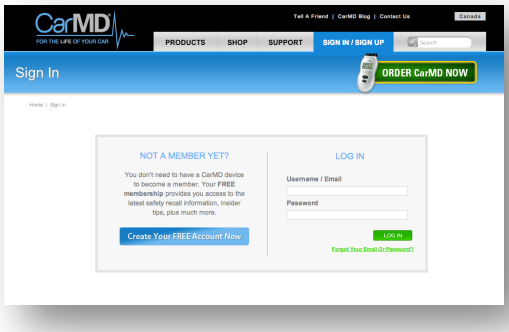
Logging Into Your CarMD Account

The Register/Log On page displays every time you access the CarMD website using the CarMD device. If you have an active CarMD account, you can log into CarMD from this page.



> **Note:** *If you have not created a CarMD account, you can create an account from the Registration/Login page.*

1. Enter your email address in the **Email Address** text box.
2. Enter your personal password in the **Password** text box.
3. Click the **LOG ON** button to access your CarMD account.

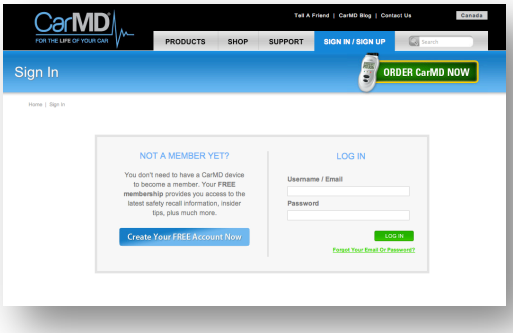
Running a Report

1. Connect the CarMD Tester to your vehicle and *retrieve any codes* stored in your vehicle's computer.
2. Turn on your computer and make sure you are connected to the Internet before continuing. *Be sure* the CarMD *software is running* on your computer.

> If you selected the ***Automatically start the CarMD software when my computer starts*** during *Software Installation*, the CarMD software starts each time you turn your computer on. If you selected ***I will start the CarMD software when I need it*** option during *Software Installation*, you must *manually* start the CarMD software from your **Window's** Start menu or **Mac** Dashboard.

3. Select an open USB port to your computer and connect the male end of the included cable to your computer. Please note that the connector only fits one way.
4. Connect the other end of the cable to the CarMD Tester and follow the on-screen prompts. You will be automatically connected to the Registration Page within the CarMD.com website.

From the Registration Page, you may:



- ***Create a New CarMD Account*** – The first time you access the CarMD website using the CarMD Tester, you *must* create an account in order to retrieve diagnostic information. *Only one* account can be created for any given CarMD Tester. You can register up to *three* vehicles with your CarMD account.
- ***Login to an existing CarMD Account*** – Once you have created your CarMD account, you can login to the account from the registration page to retrieve diagnostic information, add or delete vehicles, or edit your personal information.

5. If you *have not* added any vehicles to your account, the *Add Vehicle screen* displays. Follow the prompts to add a vehicle to your account.

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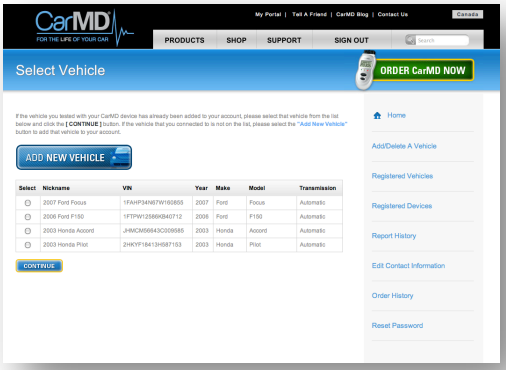
6. If you *have* added vehicles to your account, the *Select Vehicle screen* displays.

Selecting an Existing Vehicle

Once you have added one or more vehicle's to your CarMD account, the Select Vehicle screen displays when you access CarMD using the CarMD Tester. To choose an existing vehicle, select the radio button next to the desired vehicle, then click the ***CONTINUE*** *button; the Diagnostic Report screen for the selected vehicle displays.*

To add a new vehicle, click the ***Add a Vehicle*** *link on the top right corner; the Add Vehicle screen displays. Add the new vehicle as described above.*



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My CarMD Portal

Once you *login to your account*, you will be taken directly to your personal "*My CarMD Portal*" page. Your CarMD Portal offers a quick snapshot of your account. Here you can view the following information:

- **CarMD Vehicle Health Plan™ Status** – this is an optional feature that expands your diagnostic information. By becoming a member of this program, you receive unlimited access to Technical Service Bulletins (TSBs), which are hot fixes provided by the vehicle manufacturer plus other benefits.

- **Number of Registered Vehicles** – this shows the total number of vehicles associated to your personal account. Your account offers a maximum of three (3) vehicles per registered device, but additional vehicles can be purchased for a nominal fee.

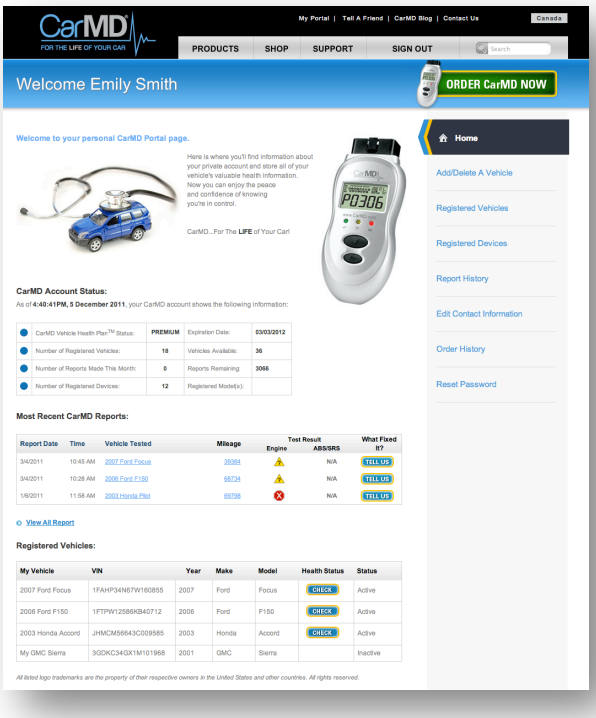
- **Vehicles Available** – this shows how many vehicles you can add to your account. Remember you can always upgrade by purchasing additional vehicles for a nominal fee.

- **Number of Reports Made this Month / Reports Available** – This shows the number of reports you have processed through your account. Based on your registered devices, you are allowed a total of six (6) reports per month per registered device.

- **Number of Registered Devices** – this shows how many CarMD devices are registered to your account.

- **Most Recent CarMD Reports** – this table shows the last three reports you performed, which includes the date of the last test report, the nickname of the vehicle tested, and the test results. Clicking on the vehicle nickname will jump you to the detailed *test results page*. The [Tell Us] button opens a feedback page to help us confirm that the "cure" CarMD provided was correct. Your feedback is important as it provides our ASE Certified Technicians a way to validate our information and ensure the best possible diagnosis. Our goal is for everyone in the CarMD family to have the most accurate and updated vehicle service information.

- **Registered Vehicles** – this is a quick snap shot of your registered vehicles. Click on the [Check] button to see if there are any new safety recalls or technical bulletins for your vehicle.


CarMD
FOR THE LIFE OF YOUR CAR
My Portal | Tell A Friend | CarMD Blog | Contact Us
Canada
PRODUCTS
SHOP
SUPPORT
SIGN OUT
Welcome Emily Smith
ORDER CarMD NOW
Welcome to your personal CarMD Portal page.
Here is where you'll find information about your private account and store all of your vehicle's valuable health information. Now you can enjoy the peace and confidence of knowing you're in control.
CarMD...For The LIFE of Your Car!
P0306
Home
Add/Delete A Vehicle
Registered Vehicles
Registered Devices
Report History
Edit Contact Information
Order History
Reset Password
CarMD Account Status:
As of 4:40:41PM, 5 December 2011, your CarMD account shows the following information:
CarMD Vehicle Health Plan™ Status: PREMIUM
Expiration Date: 03/03/2012
Number of Registered Vehicles: 18
Vehicles Available: 36
Number of Reports Made This Month: 0
Reports Remaining: 3066
Number of Registered Devices: 12
Registered Model(s):
Most Recent CarMD Reports:
Report Date
Time
Vehicle Tested
Mileage
Test Result
Engine
ABS/SRS
What Fixed It?
3/4/2011 10:45 AM 2007 Ford Focus 38984 N/A TELL US
3/4/2011 10:28 AM 2006 Ford F150 68734 N/A TELL US
1/6/2011 11:58 AM 2003 Honda Pilot 89798 N/A TELL US
View All Report
Registered Vehicles:
My Vehicle
VIN
Year
Make
Model
Health Status
Status
2007 Ford Focus 1FAHP34N67W160855 2007 Ford Focus CHECK Active
2006 Ford F150 1FTPW12586KB40712 2006 Ford F150 CHECK Active
2003 Honda Accord JHMCM56643C009585 2003 Honda Accord CHECK Active
My GMC Sierra 3GDKC34GX1M101968 2001 GMC Sierra Inactive
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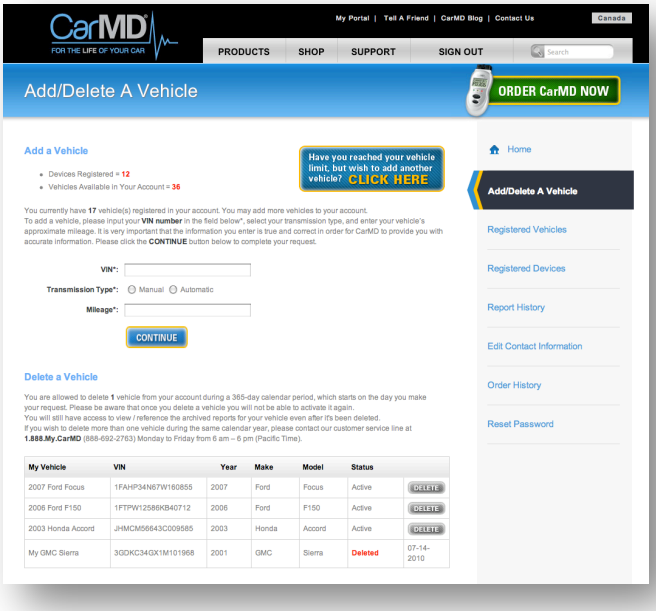
Editing & Viewing Your Account Information

The left navigation bar on your My CarMD Portal page provides a way to view and edit your personal account information.

1. My CarMD Account

a. Add / Delete a Vehicle

This page allows you to manually add or delete a vehicle from your account.


CarMD
FOR THE LIFE OF YOUR CAR
My Portal | Tell A Friend | CarMD Blog | Contact Us
Canada
PRODUCTS
SHOP
SUPPORT
SIGN OUT
Add/Delete A Vehicle
ORDER CarMD NOW
Add a Vehicle
Devices Registered = 12
Vehicles Available in Your Account = 36
Have you reached your vehicle limit, but wish to add another vehicle? CLICK HERE
You currently have 17 vehicle(s) registered in your account. You may add more vehicles to your account.
To add a vehicle, please input your VIN number in the field below*, select your transmission type, and enter your vehicle's approximate mileage. It is very important that the information you enter is true and correct in order for CarMD to provide you with accurate information. Please click the CONTINUE button below to complete your request.
VIN*:
Transmission Type*: Manual Automatic
Mileage*:
CONTINUE
Delete a Vehicle
You are allowed to delete 1 vehicle from your account during a 365-day calendar period, which starts on the day you make your request. Please be aware that once you delete a vehicle you will not be able to activate it again.
You will still have access to view / reference the archived reports for your vehicle even after it's been deleted.
If you wish to delete more than one vehicle during the same calendar year, please contact our customer service line at 1.888.My.CarMD (888-692-2763) Monday to Friday from 6 am – 6 pm (Pacific Time).
My Vehicle
VIN
Year
Make
Model
Status
2007 Ford Focus
1FAHP34N67W160855
2007
Ford
Focus
Active
DELETE
2006 Ford F150
1FTPW12586KB40712
2006
Ford
F150
Active
DELETE
2003 Honda Accord
JHMCM56643C009585
2003
Honda
Accord
Active
DELETE
My GMC Sierra
3GDKC34GX1M101968
2001
GMC
Sierra
Deleted
07-14-2010
Home
Add/Delete A Vehicle
Registered Vehicles
Registered Devices
Report History
Edit Contact Information
Order History
Reset Password

Adding a Vehicle

CarMD allows you to add a vehicle to your account by: **(1)** *Running a Report,* or **(2)** Manually adding it through your "*My CarMD Portal*". You may add *up to three* vehicles to your account for each registered device.

You will need to know your vehicle's VIN number in order to add the vehicle to your account.

- Enter the Vehicle Information Number (VIN) for your vehicle in the **VIN** text box.
- Select the **Transmission Type**.
- Enter your vehicle's mileage in the **Mileage** text box. *Please be as accurate as possible to ensure an accurate diagnosis.*
- Click the **CONTINUE** button.
- The *Confirm Vehicle* screen displays. The *Confirm Vehicle* screen provides a general description of your vehicle based on the VIN information you entered. Please carefully review the information displayed to verify it reflects the *correct* vehicle (the vehicle from which diagnostic codes were retrieved).
- Enter a "nickname" for the vehicle in the **Vehicle Nickname** text box. (By default, the vehicle nickname is "My *vehicle year/make/model*).
- If the vehicle description on the *Confirm Vehicle* screen *is not* accurate, click the **No, this is not my vehicle** button

  ➔ An ERROR page should appear. Click on **I'd like to try again** button to return to the *Add Vehicle* screen OR click **Have a Tech Contact Me** button to have a CarMD technical support technician contact you.

- If the vehicle description on the Confirm Vehicle screen *is* accurate, click the "**Yes, this is my vehicle**" button.
- IF YOU RAN A REPORT = The *CarMD Health Report* screen displays with your test results
- IF YOU MANUALLY ADDED A VEHICLE = The *Registered Vehicles* screen is displayed

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Maxed Out Your Vehicle Limit?

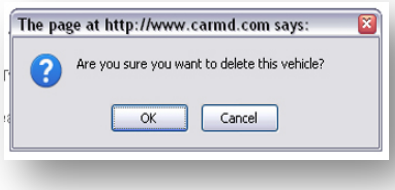
No Problem! CarMD offers a way to add additional vehicles for a nominal fee. Each added vehicle provides you full access to CarMD's comprehensive diagnostic database for as long as you own your device. In addition, each vehicle purchase is automatically added to your Premium Health Plan™ (if a member) at no additional charge.

Simply click on the large "CLICK HERE" button under the *Add/Delete a Vehicle* section to read the details.

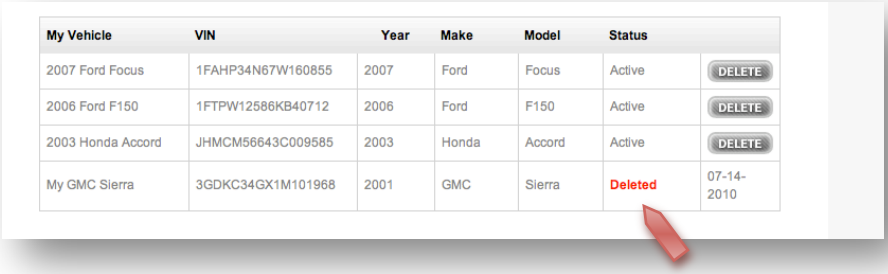
Deleting a Vehicle

CarMD allows you to delete one (1) vehicle from your account during a 365-day calendar period, which starts on the day you make your request. Please be aware that once you delete a vehicle you will not be able to activate it again. You will still have access to view / reference the archived reports for your vehicle even after it's been deleted.

To delete a vehicle, simply click on the "DELETE" button and confirm your deletion.



Once your request is processed, your account will show as illustrated:



My Vehicle	VIN	Year	Make	Model	Status	
2007 Ford Focus	1FAHP34N67W160855	2007	Ford	Focus	Active	DELETE
2006 Ford F150	1FTPW12586KB40712	2006	Ford	F150	Active	DELETE
2003 Honda Accord	JHMCM56643C009585	2003	Honda	Accord	Active	DELETE
My GMC Sierra	3GDKC34GX1M101968	2001	GMC	Sierra	Deleted	07-14-2010

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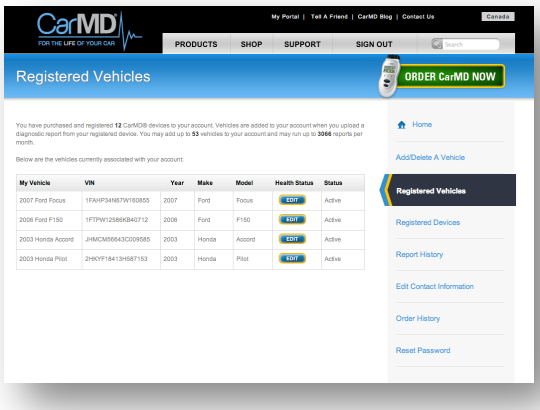
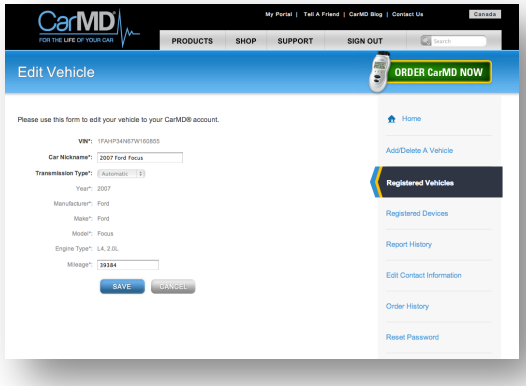
b. Registered Vehicles

This section offers you a way to view a complete listing of all the vehicle's registered under your account. This page shows the **Nickname**, **VIN**, **Year**, **Make**, **Model** and **Transmission** type for *each* vehicle. If desired, you can edit the "nickname" for *any* vehicle listed.

- Click the **EDIT** link for the desired vehicle to open the Edit Vehicle screen. The screen shows the current "nickname" and general information for the selected vehicle.

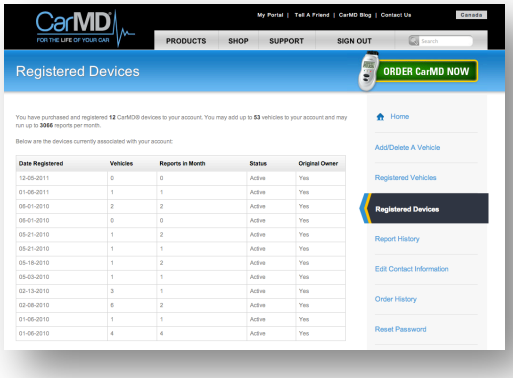




- Edit the "nickname" for the vehicle in the **Nickname** text box.
- Click the **Save** button.
- The screen returns to the *Registered Vehicles* page, with the *new* "nickname" for the vehicle shown in the vehicle details.

c. Registered Devices

The Registered Devices page lists *all* CarMD Testers registered to your CarMD account, and shows the date the account for each Tester was created (**Date Registered**), the maximum number of vehicles allowed for the account (**Max Vehicles**), the **Max Monthly Reports** allowed for the account**,** current account **Status**, and whether or not you are the **Original Owner** of the Tester.



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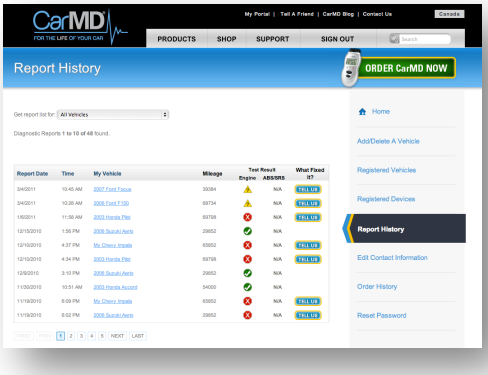
d. Report History

The *Report History* page offers a complete listing all of the test results for every vehicle registered under your CarMD account. The presented diagnostic report table includes the **Report Date** of the last test report, the **Vehicle** nickname of the vehicle tested, and the **Test Result** for each report. Clicking on the vehicle nickname will jump you to the detailed *test results page*. To view a list of reports for a *single vehicle only*, select the desired vehicle from the **Get report list for** drop-down menu.



→ *What do the Test Results icons indicate?*

ICON	DEFINITION
	Green LED – All systems are reporting good and healthy status
	Yellow LED – Possible Problem / May require service
	Red LED – Problem Found / Needs Service

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2. My Personal Profile

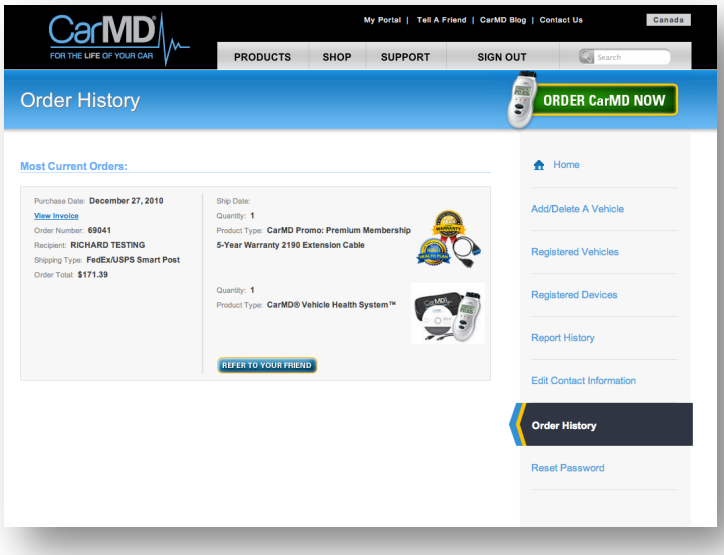
a. Edit Contact Information

Once you have created your CarMD account, you can edit your personal information at *any time*.

- Click the **Edit Contact Information** link in the CarMD left navigation bar to open the edit screen
- Edit your personal information as desired.
- Click the **SAVE** button to save your changes. If your update *is not successful*, an error message shows at the top of the screen indicating any field errors. Re-enter your personal information as needed, then press the **SAVE** button. The *CANCEL* button exits you from this screen without making any changes.

b. Order History

This page shows all purchased items from CarMD.com. Page also allows you to print a copy of your purchase receipt (View Invoice).



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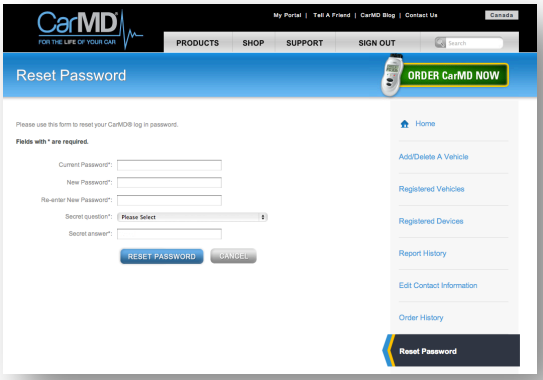
c. Reset Password

Once you have created your CarMD account, you can change your personal password at *any time*.

- Click the **Reset Password** link in the CarMD left navigation bar to open the edit screen.
- Enter your *current* password in the **Current Password** text box.
- Enter your *new* password in the **New Password** and **Re-Enter New Password** text boxes. *Be sure* to enter your new password in *exactly* the same way in *both* text boxes. Your password can be a *maximum* of 18 characters long. To guard your privacy, you may wish to use both alphabetic and numeric characters in your password.



- Select your Secret Question
- Enter your Secret Answer in the text box
- Click the **Reset Password** button to save your new password. If your update *is not successful*, an error message shows at the top of the screen. Re-enter your current and new password as needed, then press the **Reset Password** button. The *CANCEL* button exits you from this screen without making any changes.

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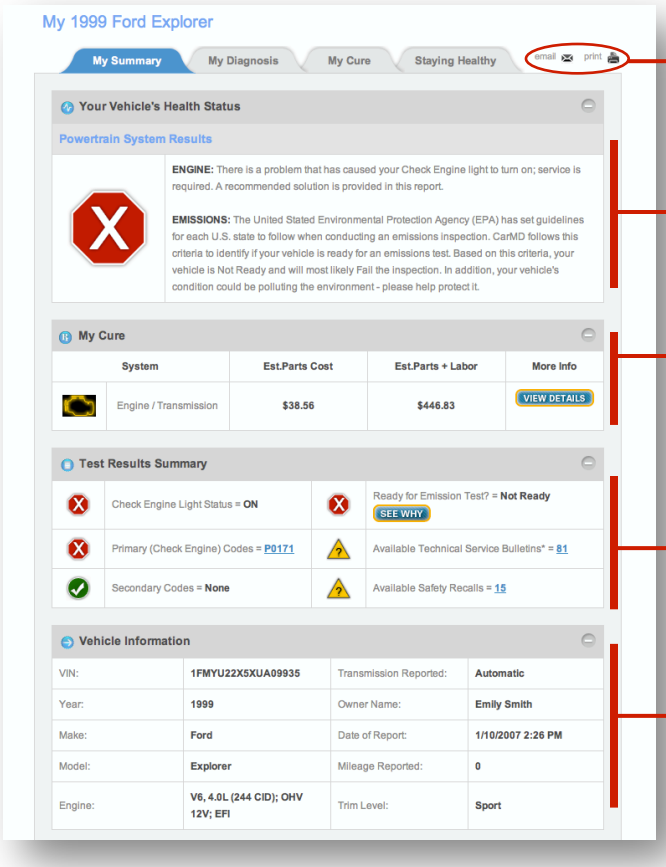
The Anatomy of a CarMD Report

The CarMD report is divided into four sections: **My Summary** / **My Diagnosis** / **My Cure** / **Staying Healthy**. Each section offers more detail of your test results to make it easy for you to determine the best course of action.

• My Summary Tab

The *My Summary* tab shows a quick glance of the results of your vehicle's condition.


My 1999 Ford Explorer
My Summary
My Diagnosis
My Cure
Staying Healthy
email
print
Your Vehicle's Health Status
Powertrain System Results
ENGINE: There is a problem that has caused your Check Engine light to turn on; service is required. A recommended solution is provided in this report.
EMISSIONS: The United Stated Environmental Protection Agency (EPA) has set guidelines for each U.S. state to follow when conducting an emissions inspection. CarMD follows this criteria to identify if your vehicle is ready for an emissions test. Based on this criteria, your vehicle is Not Ready and will most likely Fail the inspection. In addition, your vehicle's condition could be polluting the environment - please help protect it.
My Cure
System
Est.Parts Cost
Est.Parts + Labor
More Info
Engine / Transmission
$38.56
$446.83
VIEW DETAILS
Test Results Summary
Check Engine Light Status = ON
Ready for Emission Test? = Not Ready
SEE WHY
Primary (Check Engine) Codes = P0171
Available Technical Service Bulletins* = 81
Secondary Codes = None
Available Safety Recalls = 15
Vehicle Information
VIN: 1FMYU22X5XUA09935
Transmission Reported: Automatic
Year: 1999
Owner Name: Emily Smith
Make: Ford
Date of Report: 1/10/2007 2:26 PM
Model: Explorer
Mileage Reported: 0
Engine: V6, 4.0L (244 CID); OHV 12V; EFI
Trim Level: Sport

EMAIL or **PRINT** your displayed test results.

Your Vehicle's Health Status

Identifies your vehicle's condition and its **Emissions** readiness

My Cure

Shows the **estimated repair costs** to solve your problem. Here you can quickly determine how much it will cost to fix it yourself or have it repaired by a professional repair shop. Click *View Details* to open the My Cure page.

Test Results Summary

Provides a summary of your test results, including if your **check engine light** is on; what **codes** were set (Stored, Pending, etc.); verify if you are ready for an **emissions test**; and discover if there are any **Technical Service Bulletins** and **Safety Recalls** for the vehicle tested.

Vehicle Information

Presents your vehicle's information including, VIN, year, make model, and more. Click the *[+] Expand* or *[-] Collapse* to open or close this section.

→ *What do the Test Results icons indicate?*

ICON	DEFINITION
	Green LED – All systems are reporting good and healthy status
	Yellow LED – Possible Problem / May require attention
	Red LED – Problem Found / Needs Service

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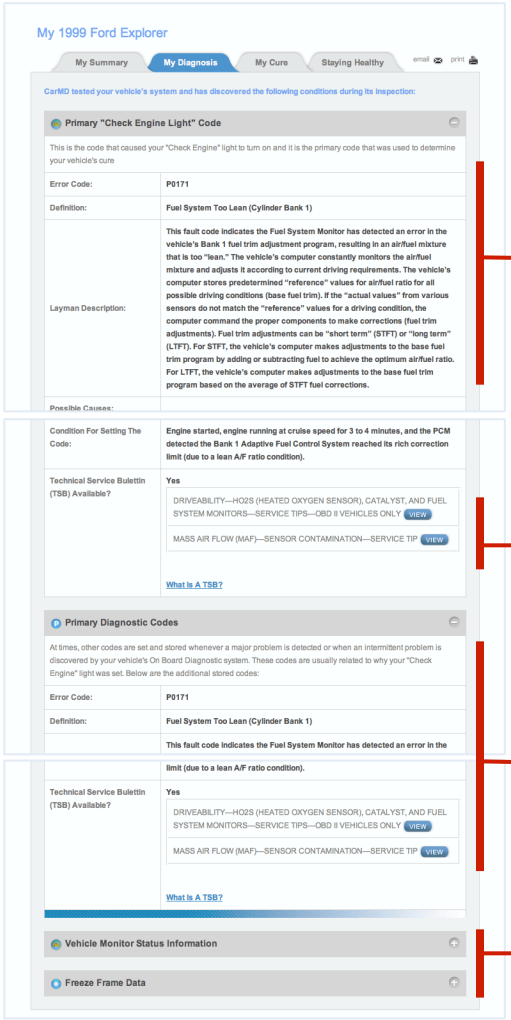
• My Diagnosis Tab

The *My Diagnosis* tab shows the detailed technical results of your test. Here is where you can get a more detailed explanation of what codes were set and why they were set.


My 1999 Ford Explorer
My Summary
My Diagnosis
My Cure
Staying Healthy
email
print
CarMD tested your vehicle's system and has discovered the following conditions during its inspection:
Primary "Check Engine Light" Code
This is the code that caused your "Check Engine" light to turn on and it is the primary code that was used to determine your vehicle's cure
Error Code:
P0171
Definition:
Fuel System Too Lean (Cylinder Bank 1)
Layman Description:
This fault code indicates the Fuel System Monitor has detected an error in the vehicle's Bank 1 fuel trim adjustment program, resulting in an air/fuel mixture that is too "lean." The vehicle's computer constantly monitors the air/fuel mixture and adjusts it according to current driving requirements. The vehicle's computer stores predetermined "reference" values for air/fuel ratio for all possible driving conditions (base fuel trim). If the "actual values" from various sensors do not match the "reference" values for a driving condition, the computer command the proper components to make corrections (fuel trim adjustments). Fuel trim adjustments can be "short term" (STFT) or "long term" (LTFT). For STFT, the vehicle's computer makes adjustments to the base fuel trim program by adding or subtracting fuel to achieve the optimum air/fuel ratio. For LTFT, the vehicle's computer makes adjustments to the base fuel trim program based on the average of STFT fuel corrections.
Possible Causes:
Condition For Setting The Code:
Engine started, engine running at cruise speed for 3 to 4 minutes, and the PCM detected the Bank 1 Adaptive Fuel Control System reached its rich correction limit (due to a lean A/F ratio condition).
Technical Service Bulletin (TSB) Available?
Yes
DRIVEABILITY—HO2S (HEATED OXYGEN SENSOR), CATALYST, AND FUEL SYSTEM MONITORS—SERVICE TIPS—OBD II VEHICLES ONLY
VIEW
MASS AIR FLOW (MAF)—SENSOR CONTAMINATION—SERVICE TIP
VIEW
What Is A TSB?
Primary Diagnostic Codes
At times, other codes are set and stored whenever a major problem is detected or when an intermittent problem is discovered by your vehicle's On Board Diagnostic system. These codes are usually related to why your "Check Engine" light was set. Below are the additional stored codes:
Error Code:
P0171
Definition:
Fuel System Too Lean (Cylinder Bank 1)
This fault code indicates the Fuel System Monitor has detected an error in the
limit (due to a lean A/F ratio condition).
Technical Service Bulletin (TSB) Available?
Yes
DRIVEABILITY—HO2S (HEATED OXYGEN SENSOR), CATALYST, AND FUEL SYSTEM MONITORS—SERVICE TIPS—OBD II VEHICLES ONLY
VIEW
MASS AIR FLOW (MAF)—SENSOR CONTAMINATION—SERVICE TIP
VIEW
What Is A TSB?
Vehicle Monitor Status Information
Freeze Frame Data

Check Engine Light Codes

This is the code that set your check engine light on. The section includes the code, definition, possible reasons on why the code was set, and the conditions for setting the code.

Technical Service Bulletin (TSB)

A TSB is an advisory issued by a vehicle manufacturer to its service departments detailing a fix for a known concern or difficult repair. This section will identify if a TSB is available, which resolves the discovered fault code. CarMD offers you the option to purchase these for a minimal cost when they are available.

Primary Diagnostic Codes

At times, other codes are set and stored whenever a major problem is detected. These codes are sometimes related to why your warning light was set. This section also identifies if there are any TSBs related to the discovered code.

Additional Data

These two sections offer more detailed technical information on your vehicle. Click the *[+] Expand* or *[-] Collapse* to open or close each section.

Vehicle Monitor Status Information – shows which emissions monitors have completed their cycle. As a general rule, a vehicle cannot undergo an emissions (smog) test if all its monitors are not completed.

Freeze Frame Data – this is a "snap shot" of your vehicle's operating values when the check engine light was set by the vehicle's on board computer. This information is valuable when performing the fix yourself or if you are having a professional technician perform the repair. The theory is to recreate these parameters to ensure that the problem was indeed corrected.

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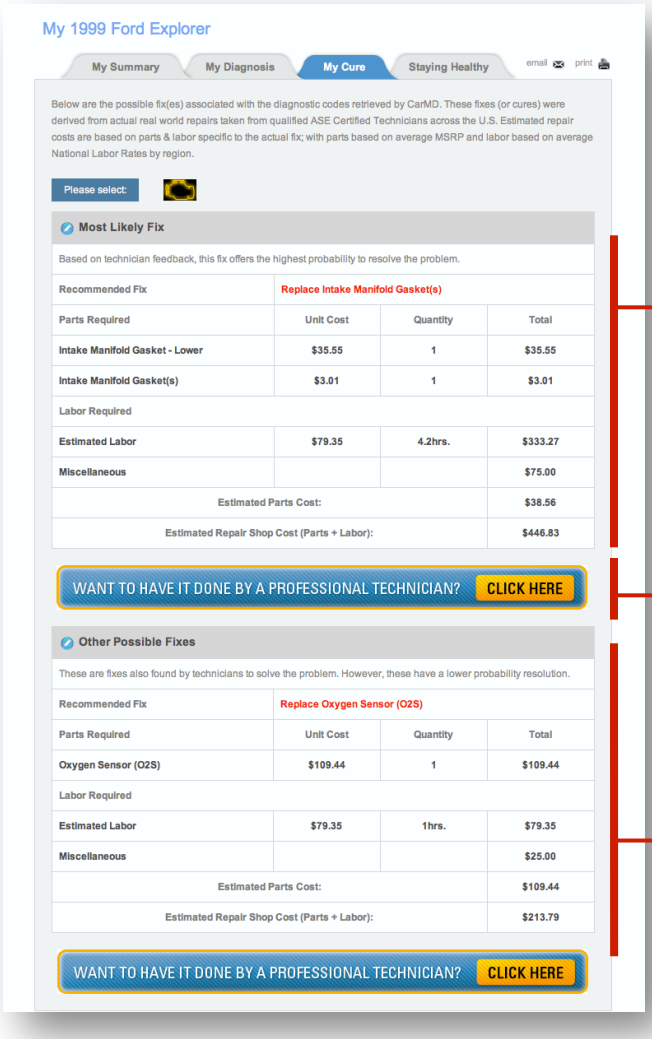
- **My Cure Tab**

The *My Cure* tab offers the **most likely fix** to your vehicle's problem. Here is where you can see the details of what parts are required and the cost associated to fix the problem yourself or have it repaired by a qualified technician.



Most Likely Fix
CarMD's fixes are derived from actual real world repairs taken form qualified ASE Certified technicians across the U.S. This "cure" offers the highest probability to make the correct repair.

Get it Repaired
CarMD offers this quick link to open a printer friendly report. Use it to help negotiate the best rate before you have it serviced or use it as a quick shopping list to make the repairs yourself.

Other Possible Fixes
There are times when CarMD finds more than one "fix" to the problem. Follow this recommendation when the most likely fix does not resolve the issue.

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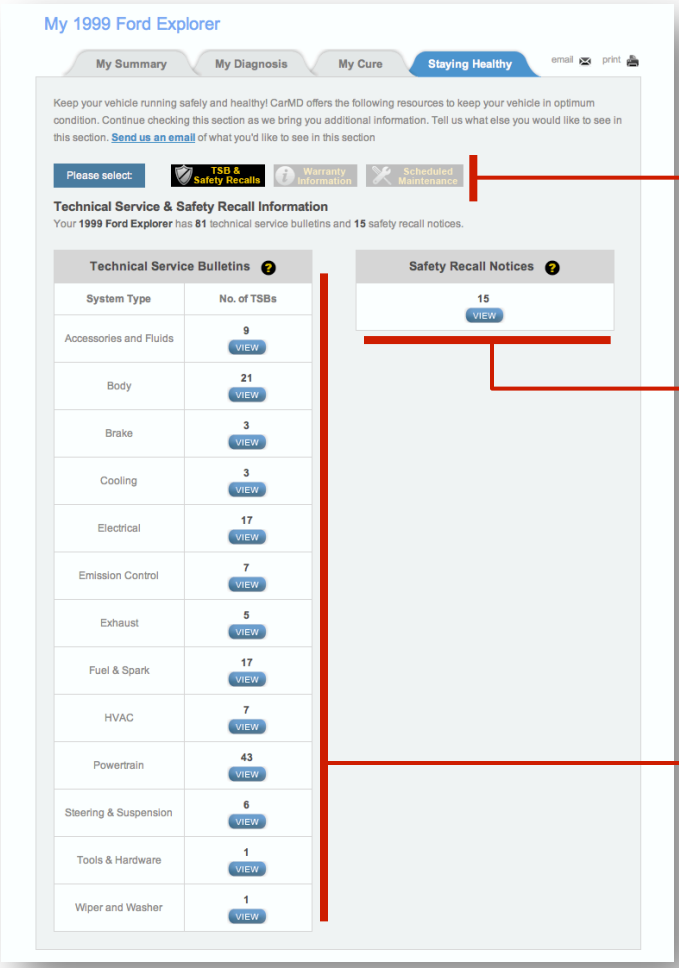
- **Staying Healthy Tab**

Keep your vehicle running safely and healthy! CarMD offers the following resources to keep your vehicle stay in optimum condition. Continue checking this section as we bring you additional information.


My 1999 Ford Explorer
My Summary
My Diagnosis
My Cure
Staying Healthy
email
print
Keep your vehicle running safely and healthy! CarMD offers the following resources to keep your vehicle in optimum condition. Continue checking this section as we bring you additional information. Tell us what else you would like to see in this section. Send us an email of what you'd like to see in this section
Please select:
TSB & Safety Recalls
Warranty Information
Scheduled Maintenance
Technical Service & Safety Recall Information
Your 1999 Ford Explorer has 81 technical service bulletins and 15 safety recall notices.
Technical Service Bulletins
System Type
No. of TSBs
Accessories and Fluids 9 VIEW
Body 21 VIEW
Brake 3 VIEW
Cooling 3 VIEW
Electrical 17 VIEW
Emission Control 7 VIEW
Exhaust 5 VIEW
Fuel & Spark 17 VIEW
HVAC 7 VIEW
Powertrain 43 VIEW
Steering & Suspension 6 VIEW
Tools & Hardware 1 VIEW
Wiper and Washer 1 VIEW
Safety Recall Notices
15
VIEW

Vehicle Health Resources

For your convenience, CarMD provides information on your vehicle's Technical Service Bulletins (TSBs), Safety Recalls, Warranty Information, and Scheduled Maintenance information based on your vehicle's year, make, model and mileage.

Safety Recall Notice

A vehicle safety recall notice is an announcement by the manufacturer that a substantial number of vehicles in one category have an emissions or safety related problem that requires immediate attention. Most of the time, these are performed at no cost to the vehicle owner. CarMD's database provides these as a free courtesy to all registered members.

Technical Service Bulletin (TSB)

A TSB is an advisory issued by a vehicle manufacturer to its service departments detailing a fix for a known concern or difficult repair. TSBs are divided into major categories, including: Accessories & Fluids / Body / Brake / Cooling / Electrical / Powertrain / Steering & Suspension / and others. CarMD provides you the ability to view these at your discretion and purchase them at a minimal cost. Maybe we have the solution on how to fix something you've put off for years…*take a look*!

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Technical Support

- **Troubleshooting Tips**

CarMD Handheld Tester

- **CarMD Tester does not power up** - Replace the tester's two (2) AAA batteries by removing the tester's back cover.
- **Battery icon on the LCD is ON, LObAt is displayed, and all the LEDs are flashing -** This stands for "Low Battery" and signifies that the tester's batteries are weak. Replace the two (2) AAA batteries.
- **Tester is beeping erratically when connected to vehicle and/or LCD displays "ERROR" -** If you hear 8 to 10 beeps instead of 4 beeps and see an "Error" message on the tester's screen: make sure the ignition is "ON;" check the CarMD connection to the vehicle's connector (DLC); turn the ignition off, wait 5 seconds, turn the ignition back on.

CarMD Software

To get access to the detailed CarMD® Vehicle Health Reports™, you need to ensure the following: **1)** your CarMD software is installed and running, **2)** your CarMD tester is connected to your computer via USB port, and **3)** you have a current website connection.

Following are some suggestions and tips to help you avoid common operating errors and ensure optimal CarMD tester & software usage.

- **CarMD software is properly installed on your computer** – Verify this by checking for the "CarMD" icon on your computer's task bar or system tray.
- **CarMD software must be currently running** – Verify that the CarMD software is currently running and that the CarMD icon is in the system tray (PC) or dashboard (Mac). If the software is not running you must start it manually before connecting the tester to your computer.
- **The handheld tester must contain data from your vehicle** – Information is gathered from your car when you plug it into the Data Link Connector (usually found under the dashboard). You can verify that your tester has valid data by pressing the ON button and looking for data on the LCD Display or for a red, green or yellow LED.
- **CarMD tester must be plugged into a USB port** – If you are using a USB hub and having problems, try connecting the tester directly to your computer. After plugging it in, it should take less than 10 seconds for your web browser to pop up. (Note: The first time you plug in the tester, it will take longer because the computer must register the new device.)
- **Confirm Internet access** – When you plug in the CarMD tester to your USB port the software will automatically open your web browser and navigate to www.CarMD.com. If your computer does not have working Internet access, the browser will show an error message such as "*The page cannot be found*" or "*The page cannot be displayed*."

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Additional Troubleshooting

If you've tried the preceding steps and are still having trouble, here are some additional troubleshooting tips:

To start troubleshooting, open the CarMD software control panel. (See section below, 'Where is my CarMD control panel?') Click the second tab, labeled "Settings/Status," and take a look at the "Current Tool Status" indicator. The tool status will show one of the following conditions:

- **Disconnected** - Your tester is not currently connected. If you have plugged in your tester, but still see this condition, see the "Hardware Problems" section below.
- **Connected -** Your tester is plugged in and communicating with the software. If you want to resubmit tester data to the CarMD web site (via your web browser), simply click the "Get Diagnosis Now" button. If you've done this and are still having problems, read the "Internet/Browser Problems" section below.
- **Updating** - Your tester's firmware is currently being updated. This will only take a few minutes. Wait until the update is complete and then follow the prompts.
- **Updated** - Your tester's firmware has been successfully updated. To reset the tester and continue using it, unplug it from the USB port, wait a moment, and plug it back in again.
- **Error** - Your tester is plugged in, but there was an error when the CarMD software tried to communicate with it. Please see the section "Tool Error" below.

FAQs

Q: Why do the round icons continue to flash on the upper left portion of CarMD's LCD screen?

A: These icons represent diagnostic test Monitors available in your vehicle's computer emissions system; they are technically known as **I/M MONITOR STATUS**. Monitors are special programs used by the vehicle's computer to verify proper operation of specific emissions-related components or systems (Oxygen Sensor, Catalytic Converter, EGR Valve, Fuel System, etc.). If a Monitor icon is *flashing*, it indicates the associated Monitor is currently in "HAS NOT RUN" status. A Monitor *will not* run until the proper set of conditions required to enable it to perform the self-diagnosis and testing of its assigned engine system have occurred. When a Monitor icon is *solid*, it indicates the associated Monitor is currently in "HAS RUN" status; the Monitor was able to meet *all* the conditions required to enable it to perform and complete the self-diagnosis and testing of its assigned engine system. When the conditions are met to allow each monitor to run during a *single* trip (of *multiple* subsequent trips), it is called performing a Drive Cycle. Put simply, if a monitor is flashing, it can mean the vehicle recently had work performed and needs to be driven to reset the monitors *or* the vehicle's computer noted something it didn't like that may trigger the check engine light to come on later. If these icons are flashing, it is unlikely that the vehicle will pass its emission test.

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Q: Why doesn't the CarMD Handheld Tester power up on my vehicle?

A: First, double check that the AAA batteries in the tester are good and that the CarMD handheld device turns off and on when not connected to the vehicle. If the tester still won't turn "ON" while connected to the vehicle, it's likely that power is not being supplied to the #16 pin of the vehicle's Data Link Connector (DLC). This is usually caused by a blown fuse, and is commonly associated with the vehicle's cigarette lighter. You should check the condition of *all* fuses, but the defective fuse will most often be associated with a system that has power at all times, such as the cigarette lighter, horn or dome lights.

Q: Why do I get the "Err1" message on the CarMD Tester?

A: The "Err1" message indicates that the CarMD handheld tester was not able to establish a link with the vehicle's computer. Check the cable connections at the vehicle's Data Link Connector (DLC). Turn the ignition off, wait 10 to 12 seconds, then turn the ignition back on to reset the vehicle's computer.

NOTE: If you continue to receive the "Unable to establish link" message, try starting the vehicle first, then connect the CarMD tester to the vehicle's DLC with the engine running. If the condition continues, it may be necessary to return the CarMD device to CarMD.com Corp. for an update to the firmware (please contact our technical support team at toll-free 888.MyCarMD (888.692.2763) for additional information). If you are still unable to link to your vehicle after performing these steps, please contact our technical support team for additional assistance.

Q: I replaced the part associated with the code found on my CarMD tester, but the same code recurs.

A: The CarMD handheld tester is designed to retrieve Diagnostic Trouble Codes (DTCs) from your vehicle's computer. The code(s) shown on the tester serve as a *starting point* for repairs. You should *never* replace a part based only on the DTC definition. To further decode the most likely fix associated with the code or codes pulled by the tester, you should connect the CarMD handheld device and generate a CarMD health report, which provides most likely fix along with do-it-yourself and repair shop costs.

If you are a professional automotive technician or seasoned do-it-yourselfer, we recommend the report along with a detailed "How To" repair procedure and additional testers to perform an accurate and effective repair yourself. Each code will lead you to a system or circuit on the vehicle that will require further testing to isolate the cause of the code. Each DTC has a *specific* set of testing procedures and instructions that must be followed to confirm the location of the problem.

It is important to remember that if you are an average driver with little or no automotive repair experience, this information is designed to guide and empower you in your automotive repair and maintenance decisions. Always consult with a qualified automotive technician before making repairs.

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Q: I'm having trouble linking the CarMD Handheld Tester to some vehicles manufactured by Volkswagen.

A: Volkswagen has an issue with communication when the vehicle has an aftermarket alarm or radio installed. This issue *is not* limited to CarMD testers, but occurs with *all* code readers and scan testers on the market. Consult your local Volkswagen dealership or Service Center for the proper testing procedures in this case.

Q: I'm having trouble linking the CarMD Handheld Tester to some vehicles manufactured by Subaru.

A: If you have trouble linking the CarMD tester to a Subaru vehicle, try starting the vehicle first, then connect the CarMD device to the vehicle's DLC with the engine running. If the condition continues, please contact our technical support team at toll-free 888.MyCarMD (888.692.2763) for additional information. We may be able to provide you with an extension cable that will help with the fit. We may also need to have you return the tester for an upgrade.

Q: How can I upgrade My CarMD Handheld Tester to a newer version?

A: The CarMD handheld device is *flash updateable* via the Internet. Each time you connect your CarMD tester to your computer, it will check for any updates to the software and firmware. If an update is available, you will be prompted to follow a few easy steps to download and install the update(s). While this may take a couple minutes, please be patient. This automated value-add helps ensure that you have the most up-to-date coverage and technology.

Q: Is the CarMD "ready to use" out of the package, or does it need to be updated first?

A: Every CarMD tester is ready to be used right out of the package, and is configured with the latest version of the firmware available at the time of manufacture. There is no need to connect it to a computer to upload any data for the first-time use. We recommend connecting your tester to the vehicle first and then proceeding to connect the CarMD tester to your computer for the remaining registration process. If there are any updates since the time of manufacture, you will be notified at this time. **NOTE:** If, for some reason, the tester is unable to connect to your vehicle, we recommend that you install the CarMD software and connect your tester to your computer to check for updates.

Q: Will the CarMD device damage my vehicle's electronic systems?

A: Rest assured; the CarMD tester and technology are completely safe for use on both your vehicle and personal computer. CarMD is designed to retrieve information that is stored in your vehicle's computer. With the exception of initiating the EVAP system leak test (for vehicles that support this functionality), it does not command, control, or otherwise enter information on your vehicle. It is not possible for these tools to damage your vehicle's electronic system.

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Q: Do I need adapters for different vehicles?

A: No. It is not necessary to purchase any additional adapters. All cars, trucks, SUVs and minivans – foreign and domestic – build after 1996 are required to be OBD2-compliant. This means that they all have a standard universal 16-pin connector. This little port is usually located under the dashboard on the driver's side, but may be in one of nine locations under the car's front dash. Visit the CarMD.com website to search by year, make and model to see where this port is on your car or truck. The head of the CarMD tester is designed to connect to *all* vehicles with this OBD2-compliant computer system.

Q: Can I use the CarMD tester with the engine running?

A: We always recommend connecting the CarMD tester to your vehicle *first*, *before* turning on the ignition or starting the vehicle. So long as this procedure is followed, you can use the CarMD on the vehicle while it is running. So don't worry if you forget to unplug it before you drive somewhere. **IMPORTANT NOTE:** It is not necessary to try and look at the CarMD display while driving. It's battery-operated memory will keep everything in the tester's memory even after you unplug it from the car and can view it safely after the vehicle is in park.

Q: Will this Tester read and display Live Data?

A: No. The CarMD device is designed for consumers and light do-it-yourselfers. Live data is typically available in more powerful and expensive professional scan testers. It's designed to view, record and playback details about what was happening in the vehicle's computer when a problem occurred. It helps professional automotive technicians troubleshoot tough repairs.

Q: Why doesn't the CarMD User's Guide provide definitions for all of the available codes?

A: The great thing about the CarMD product that makes it different from anything else on the market is that it comes with software and access to a powerful database that does all the work and decoding for you. To learn what the codes on the CarMD tester mean, simply plug the tester into your computer and generate your personal diagnostic report. This provides a summary of what the code(s) mean in easy-to-understand language.

Q: With what model years is the CarMD tester compatible?

A: CarMD works on all (on-board diagnostic 2nd generation) OBD2-compatible vehicles. These include all 1996 and newer cars, trucks, minivans and SUVs in the United States – foreign and domestic. CarMD will also work on vehicles using the new CAN technology. Currently, there is no cut off year for our testers.

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Q: Will CarMD work on vehicles outside the US?

A: CarMD is designed to work on *all* OBD2-compliant vehicles. OBD2-compliant means all 1996 and newer cars, light duty trucks/vans and SUVs sold in the United States. Vehicles sold in other countries, although similar, *are not* configured the same as vehicles sold in the United States, and CarMD *may not* be able to link to them. There are times when it *will* link to vehicles sold outside the United States, but this functionality *is not* guaranteed.

Q: Will the CarMD tester work on diesel vehicles?

A: Yes, as long as the vehicle is OBD2-compliant. Check the Vehicle Emission Control Information (VECI) label (usually found under the hood). If the label states that the vehicle is OBD2-compliant, the CarMD tester is compatible with the vehicle. **NOTE:** Vehicles from 1996 to 2009 that weigh more than 8500lbs Gross Vehicle Weight (GVW) are not required by law to OBD2 compliant, and therefore are usually not. These vehicles are considered to be heavy-duty vehicles and do not need to comply with the same rules as light/medium duty vehicles. Beginning in 2010, all 2010 and later heavy-duty diesel and gasoline engines up to 14,000 pounds will be CarMD compatible.

Q: Will CarMD work on "full size" trucks or motor homes?

A: Vehicles that weigh more than 8500lbs Gross Vehicle Weight (GVW) are considered "heavy duty vehicles," and *are not* required to be OBD2-compliant. You can, however, check the emission Vehicle Emission Control Information (VECI) label. If the label states that the vehicle is OBD2-compliant, the scan tool is compatible with the vehicle. It will not work on Class A RVs. The tester does read diagnostic trouble codes for some Class C RVs, but it is not designed for this application.

Q: Does CarMD work on vehicles with extended CAN (controller area network) coverage?

A: Yes. CarMD is compatible with the newer 29-bit extended CAN computer systems. Featured on newer-model cars and trucks, this is basically just a faster way for the vehicle's computer to talk with its many high-tech systems.

Q: Can I retrieve manufacturer-specific Diagnostics Trouble Codes (DTCs) with CarMD?

A: Yes. The CarMD Handheld tester is capable of retrieving manufacturer-specific codes. The tester will retrieve both Generic (P0, P2, P3, and U0) *and* Manufacturer Specific (P1, P3, and U1) diagnostic trouble codes, and your personal CarMD diagnostic report will decode them for you.

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Q: What is the purpose of CarMD's Vehicle Health Status™ LEDs?

A: The green, yellow, and red LEDs (light emitting diodes) provide a quick way to help you determine if a vehicle is ready for an Emissions Test (Smog Check). These lights are also a good way to "quick check" any vehicle before a road test, as part of a regular maintenance program and when shopping for a used car.

- **Green = System Pass**; Your vehicle is ready for an Emissions Test
- **Yellow = A potential problem may exist**; Further investigation is required before attempting an Emissions Test
- **Red = The vehicle has a current problem**; Vehicle must be repaired before attempting an Emissions Test.

Q: Can I retrieve ABS, Body or Air Bag codes with CarMD?

A: CarMD is designed to retrieve codes from the powertrain control module that turns on the check engine light. The powertrain system on OBD2-compliant vehicles is *required* to follow certain rules. Currently, manufacturers are free to use any methods they wish to implement other systems. CarMD has the capacity to be upgraded to read ABS (anti-lock brake) and SRS (safety restraint system) codes on select vehicles. Please continue to check the CarMD website for the latest updates.

Q: Will CarMD let me erase codes and turn the check engine light off?

A: No. CarMD.com Corp. elected not to include this feature in the tester. It is *not* recommended for drivers to turn off their vehicle's "CHECK ENGINE" light until the pending or current problem has been identified and repairs confirmed. Doing so would be similar to ripping a page out of your medical chart. The computer holds necessary information designed to fix (or cure) the vehicle's ailment. If you are a confident do-it-yourselfer or have confirmed that the "CHECK ENGINE" light is illuminated because of a loose gas gap and wish to turn it off, we recommend purchasing a product called an OBD2 code reader or scan tool from your local auto supply store, or contacting our technical support team at toll-free 888.MyCarMD (888.692.2763) for additional information.

Q: Will CarMD read a vehicle identification number (VIN)?

A: Yes. CarMD has the capability to extract the VIN from most newer model vehicles. However, on some earlier model cars and trucks, you may still need to write down the VIN and enter it manually into your computer when registering that vehicle for the first time.

Q: Are there adapters available to allow CarMD to work on pre-1996 OBD1 vehicles?

A: No. CarMD is compatible with OBD2 vehicles *only*. Even if you were to purchase adaptors from other diagnostic tools, they will not allow the CarMD device to link with an older-model car or truck.

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Q: If I lose or damage my software CD, do I have to buy another one?

A: No. Once you have purchased a CarMD product, you are part of our family for the Life of Your Car … You can always download the latest version of the software from the MyCarMD private section of the *www.CarMD.com* website. Or, by contacting our technical support team at toll-free 888.MyCarMD (888.692.2763).

Q: I lost my CarMD Quick Reference User's Guide; where can I get another one?

A: You can download a PDF copy of the manual online at *CarMD.com* in the CarMD Solutions section of the site.

Q: Where is my CarMD control panel?

A: The CarMD control panel is a small window used to change program settings, get help, and view the current tool status. To open it, click on the CarMD icon. (If you can't find the icon, see the section *Configuring & Using Your CarMD Software)*. Doing this will make the CarMD control panel visible. The control panel is a small window, titled "CarMD," which has four tabs labeled "Welcome," Settings/Status," "Help," and "About."

Q: What does the "Unable to send data to server" message mean?

A: This message displays when you connect your CarMD to your computer, and your computer cannot establish a link to the CarMD website. This usually occurs only if you use America Online® to connect to the Internet and use America Online as your default web browser. CarMD requires Internet Explorer to properly connect to the Internet. Use the steps below to set Internet Explorer as your default web browser. Be sure to use the correct procedure for your operating system.

Disconnect CarMD from your PC before making changes to your default browser.

The following are general procedures to set your default browser. Actual procedures may vary slightly depending on your browser version and operating system.

- **Why does the "Welcome to Windows" screen appear when I start Windows XP after installing CarMD?** CarMD requires Microsoft's .NET Framework 1.1 for proper operation. If your PC is not configured with .NET Framework 1.1, it is installed when you install the CarMD software. When the .NET Framework 1.1 is installed on a PC running Windows XP, a hidden local user account named ASPNET is created. When you start Windows, Windows treats this account as an additional user, even though the account is hidden. Since Windows "see" two users on the PC, the Welcome screen appears and prompts you to click your user name. To correct this problem, you must obtain and install Microsoft .NET Framework 1.1 Service Pack 1. Service Pack 1 can be obtained from Microsoft at http://support.microsoft.com/kb/885055/.

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Hardware Problems

The CarMD tester is a standard USB device designed to work with Windows and Mac computers. No special drivers are required; your computer should recognize the device with or without the CarMD software installed. The tester can be plugged into any USB port, including "full speed" (USB 1.1) or "high speed" (USB 2.0). Although most USB hubs are supported, for best results, plug the tester directly into a USB port on your computer. If your tester is plugged in properly and your "Current Tool Status" indicator says "Error," please see the section "Tool Error" below. A few moments after plugging in the tester, you should see the status change to from "*Disconnected*" to "*Connected*." If the status does not change, here are a few things to try:

- Unplug the tester from your computer, wait a moment, and plug it back in. Make sure the connector is straight, secure and fully inserted.
- Unplug the tester from your computer and try plugging it into different USB port.
- If you are using a USB hub, try plugging the tester directly into a port on your computer. Many USB hubs are not designed to provide the amount of power necessary to operate the tester. Only a "powered" USB hub (one that has an A/C adapter) will provide enough power.
- If you have more than one CarMD tester plugged into your computer, unplug all but one of those devices.

Internet/Browser Problems

If your tester is working properly but you are not connecting to *CarMD.com*, try using your web browser to view another commonly used website. If you are unable to view a different site, you are probably experiencing an Internet connection problem. Contact your ISP (Internet Service Provider) for help in getting your computer online. If you are able to view another web site in your browser, here are a few things you can try:

- The problem may have been caused by a brief interruption in service or unusually heavy network traffic. Wait a few minutes and try again.
- If you do not the Internet Explorer web browser, try resetting your default browser to Internet Explorer.
- Reboot your computer and try again.
- Check your system by running anti-virus and/or anti-spyware software.

Tester Error

If the "Current Tool Status" indicator says "Error… click here," click to get a pop-up message with a description of what caused the error. If the error message refers to a hardware problem, please refer to the section "*Hardware Problems*." If the error message refers to a web browser or Internet connection problem, refer to the "*Internet/Browser Problems*" section for help. You can also reset the error condition and retry by unplugging the tester and plugging it back in again.

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- **Common VIN Locations**

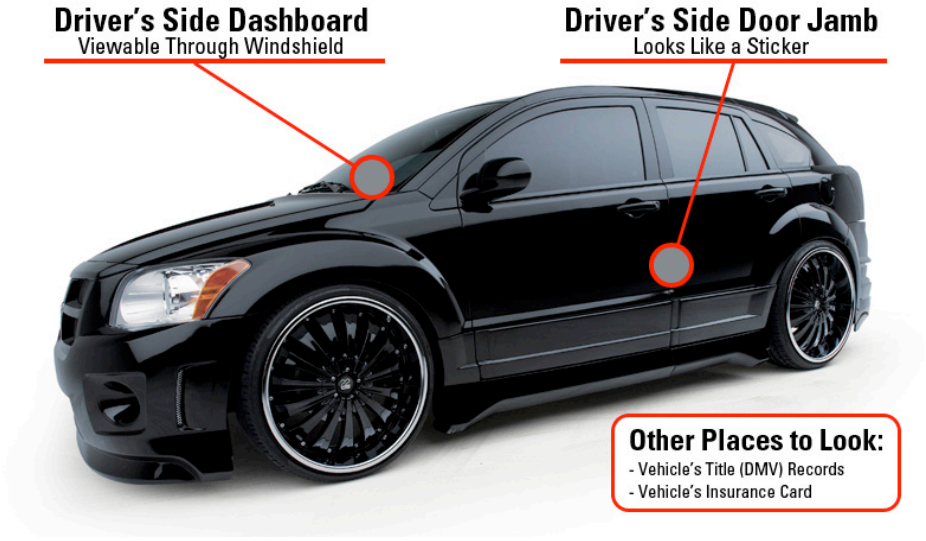
Every vehicle has a Vehicle Identification Number, or VIN, that is the assigned at the time your vehicle was manufactured. The VIN is unique to your vehicle; no two vehicles have the same VIN. The VIN is used to track things like your vehicle's insurance policies, accident reports, and anytime you have body or engine work performed on your vehicle.

Generally, the VIN number is 17 characters long. It looks like this:

Each character has a special meaning: Where the vehicle was made; who manufactured it; the make and model; and other unique and identifying features. When copying down your vehicle's VIN, it is important to note that the letters I or O will never appear in your VIN. These will be represented as the numbers 1 and 0.

Locating Your Vehicle's VIN

There are a number of different places that your VIN may appear on your vehicle. (You should also be able to find it on your vehicle's insurance and title records.) Should you have any trouble locating the VIN, we recommend contacting your dealership or manufacturer who can help you find the exact location for the specific make and model of your vehicle. Some common VIN locations are illustrated below (If in doubt you can always refer to your vehicle registration for the VIN):



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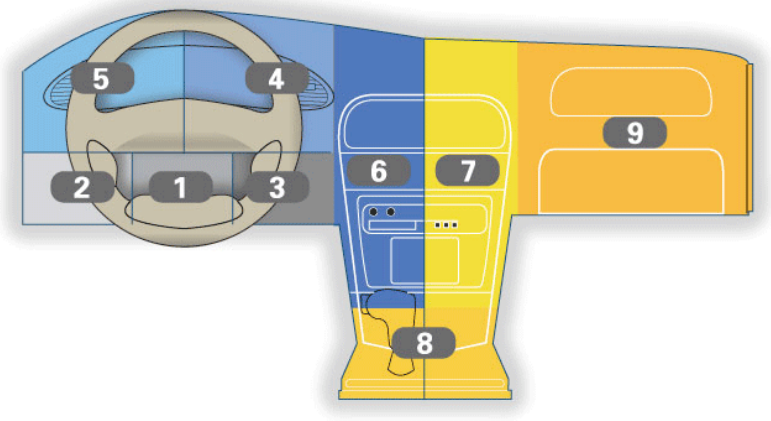
- **Where's My Vehicle's Connector**

Below is an illustration showing all of the nine possible locations inside your vehicle where the CarMD connector can be found. The most popular spot is just ender the steering wheel. Please visit *CarMD.com* to find the exact location for your vehicle or reference your vehicle user's manual.



- **Contact Us**

  - **Tried troubleshooting but still have technical questions about your CarMD product?**
    → Email Technical Support: ***support@CarMD.com***

  - **Questions about your purchase?**
    → Email Customer Service: ***customerservice@CarMD.com***

  - **General questions / feedback?**
    → Email Us: ***corp@carmd.com***

  - **Have a great CarMD story to tell us?**
    → Email Us: ***myStory@CarMD.com***

  - **Having problems with our website?**
    → Email Our Webmaster: ***webmaster@CarMD.com***

  - **For other inquiries, write or call us at the address below:**

    CarMD.com Corp.
    17352 Von Karman Ave.
    Irvine, CA 92614-6209
    U.S.A.

    Phone: 1-888-MyCarMD (692-2763) / 6:00 am to 6:00 pm Monday to Saturday (Pacific Time)

    Fax: 714-241-6818

    Email: ***corp@CarMD.com***

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- **Additional Help References**

Your CD-ROM includes the following additional documents in Adobe® Acrobat PDF* format:

1. Vehicle Check-Up List - this recommended vehicle maintenance checklist is offered as a courtesy from the ASE Certified Technicians at CarMD.com Corp. When used as part of a regularly scheduled automotive maintenance program, CarMD can help you keep your vehicle in good health.

2. Quick Reference User's Guide - a copy of the included user's manual for your reference.

3. CarMD Used Car Buying Tips - a great way to prepare and evaluate your next used car purchase.

These documents require the use of Adobe® Acrobat Reader, which is included at no charge in the CarMD CD-ROM. You can also get the latest version of this software by visiting the Adobe website at: ***http://www.adobe.com/products/acrobat/readstep2.html***

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Product Legal Information

- **CarMD Limited Warranty Program**

  At CarMD® we stand behind the quality of our products and offer the following Limited Warranty options. This warranty supersedes all other written, published, or implied warranties.

  PLEASE LOG IN AND REGISTER YOUR PRODUCT TO ACTIVATE YOUR WARRANTY PERIOD

  Limited Warranty Information

  CarMD.com Corporation ("CarMD") warrants only to the original Purchaser of this product either directly from CarMD.com or from a CarMD-authorized reseller or distributor, that this product will be free from defects in material and workmanship under normal use and service. CarMD reserves the right, before having any obligation under this limited warranty, to inspect the damaged CarMD product. In order to recover under this limited warranty, Purchaser must make claim to CarMD within 60 days of occurrence, and must present acceptable proof of original ownership (such as original receipt, on-line registration, or other documentation CarMD deems acceptable) for the product. CarMD, at its option, shall repair or replace the defective unit covered by this warranty. CarMD at its discretion can use either new or refurbished parts for the exact model under warranty. All replacement parts, whether new or re-manufactured, assume as their warranty period for only the remaining time of the warranty. Please retain the dated sales receipt as evidence of the original purchaser's date of purchase. You will need it for any warranty service. Your warranty period is valid under the expressed or implied terms when you originally purchased your CarMD product as described below. All mentioned warranties are non transferable. Non-tangible CarMD products (that is, paid subscriptions or services) are not covered under this warranty.

  CarMD® Limited 1-Year Warranty

  CarMD.com Corporation offers a limited 1-year warranty on all purchased and registered CarMD® branded products, where if the product fails within the 1-year period from the date of purchase, CarMD will repair or replace, at its option at no charge, when returned as described herein. If the product does fall under these warranty terms and conditions set herein, CarMD at its option shall cover all costs of shipping the CarMD product to CarMD's Quality Control Center for inspection. This warranty is only valid to registered CarMD users who create an account, log-in, and register their CarMD handheld product at https://www.carmd.com/Member/Login within 60 days of your purchase date.

  This warranty shall not apply to defects resulting from disaster (that is, fire, flood, lightning, or other acts of God), accident, abuse, misuse, neglect, or unauthorized modification. CarMD does not warrant defects or damage as a result of repairs performed by a person or party other than the CarMD Quality Control Center. CarMD does not warrant defects or damage which occurred during shipping (claims should be made with the contracted shipping company).

  CarMD® Limited 5-Year Replacement Warranty

  This warranty is valid to you ONLY if you decided to upgrade your standard 1-year warranty to the CarMD® Limited 5-Year Replacement Warranty when you originally purchased your CarMD product. If you are unclear if you have this warranty, please check your sales receipt for confirmation. The receipt should state "LIMITED 5-YEAR WARRANTY".

  Under this warranty, CarMD warrants that if the product fails during its normal life from the date of purchase, CarMD will repair or replace your product when returned as described herein. This includes any product defects in material and workmanship and / or damage from unintentional accidents, abuse, misuse, or neglect. CarMD does not warrant defects or damage as a result of repairs performed by a person or party other than the CarMD Quality Control Center. CarMD, at its option, may require you to pay for additional handling and processing charges to return the unit for inspection.

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This warranty is only valid to registered CarMD users who create an account, log-in, and register their CarMD handheld product at https://www.carmd.com/Member/Login within 60 days of your purchase date.

Obtaining Warranty Service
Products requiring service should be returned as follows:

1. Call the CarMD Customer Service Center to obtain a Return Merchandise Authorization (RMA) Number. **WARNING:** Products shipped without a valid RMA number will be refused and not returned.

   1-888-MyCarMD (1-888-692-2763)
   Mon – Sat, 6 AM – 6 PM (Pacific Time)

2. Package the product carefully to prevent further damage during shipping
3. Include your name, return address, and a day contact phone number
4. Enclose a copy of the dated sales receipt or other approved documentation
5. You will be sent a pre-paid RMA shipping label via email or regular mail. Once you receive it, paste the RMA label on your packaged box and ship it to:

   CarMD.com Corp
   Attn: Quality Control Center
   17352 Von Karman Ave.
   Irvine, CA 92614-6209

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For the most current Warranty Information, please visit: http://www.carmd.com/97.7/Article/Warranty-Information

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It is not recommended that you make repairs, nor avoid service recommended by a qualified technician, solely because of something you read on the CarMD website or a Diagnostic Trouble Code (DTC) you received from any CarMD tester. This product should be used as a supplement to a regular automotive maintenance program, which also includes basic mechanical upkeep such as regularly checking your tire pressure, oil and fluids, etc.

If you have an automotive emergency, pull to the side of the road and call a qualified roadside maintenance service.

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